

## Customer Service Report for SCB

For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
<b>Accounts</b>											
Password Reset	1	0	0	2	0	0	0	0	3	0	8
<b>CIT Categories</b>											
Web Site Issue	1	0	0	0	0	0	0	0	1	0	5
<b>Email</b>											
General Info	1	0	0	0	0	0	0	0	1	0	36
Helix Pine Mail	1	0	0	0	0	0	0	0	1	0	4
<b>Helix Support</b>											
Apps/FTP/Anon FTP	1	0	0	0	0	0	0	0	1	0	3
Apps/Matlab/Mathemat ica	1	0	0	0	0	0	0	0	1	0	3
Apps/Other	5	0	0	0	0	1	0	0	4	0	7
Info/General	1	0	0	0	0	0	0	0	1	0	3
Sequence Analysis/Blast	1	0	0	0	0	0	0	0	1	0	5
<b>Grand Total:</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>8</b>

Total Tickets Closed:	14
Total Tickets Assigned/Pending/Checked Out:	1
Total Tickets Created:	15